GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1106
ANSWERED ON:08.02.2017
Twitter Seva Service
Basheer Shri E. T. Mohammed

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government has launched any centralized grievance redressal mechanism through "Twitter Seva Service"; and

(b) if so, the details thereof and the salient features of the same?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) & (b) Yes. The "Twitter Seva Service" was formally launched on 23 December 2016 by the Ministry of External Affairs in order to institutionalize engagement on social media and to ensure that help reaches to all those who need it. It is a part of that engagement in order to harness the power of technology for creative uses within the Ministry. This application is able to track grievances, concerns, complaints and other issues, and thereafter filter them according to categories. Specific tickets are raised on the application and redirected to the concerned official who handles the grievance or the issue concerned, and responds either on Twitter or offline.

The "Twitter Seva Service" would be a way of formally institutionalizing a grievance redressal mechanism via Twitter rather than having one individual respond to every complaint or issue manually. It provides a dashboard and a general framework to assess complaints and to provide feedback not just from one source, but from multiple sources and to thousands of citizens. With the launch of this Service, Twitter has plugged the key twitter handles of this Ministry which includes @MEAQuery, @MEAIndia, @CPVIndia and @passportsevamea in addition to the Twitter handles of all the 38 Regional Passport Offices and the Missions and Posts abroad into a custom based application.